



UNITED STATES MARINE CORPS

2D MARINE AIRCRAFT WING
II MARINE EXPEDITIONARY FORCE
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IN REPLY REFER TO:

4105

G-4

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POLICY LETTER 03-10

From: Commanding General, 2d Marine Aircraft Wing
To: Distribution List

Subj: GROUND MAINTENANCE WARRANTY PROGRAM

Ref: (a) MCO 4105.2
(b) MCO P4790.2C
(c) MCO 4855.10B
(d) TM-4700-15/1H

Encl: (1) Format for Listing of Warranty Items

1. Purpose. The objective of the Marine Corps Warranty Program is to ensure that the weapon systems and equipment acquired perform as required, conform to the design and manufacturing requirements specified, are free from defects in material and workmanship, and the new weapon systems/equipment contribute to increased readiness throughout the Marine Corps.

2. Action. Per the references, all units will appoint in writing a warranty coordinator who will be familiar with the type of equipment, warranty procedures, and act as a direct liaison with the Warranty Administrators, Field/Technical Service Representatives, and the Albany Warranty Customer Service Help Desk. The warranty coordinator is not to interface directly with contractors in warranty disputes. All warranty disputes will be transmitted from the warranty coordinator to the warranty administrator at Marine Corps Logistics Base (MCLB) Albany for evaluation and review.

3. Upon initial fielding of warranty items, commodity managers will ensure the commencement dates of the warranty are recorded in the equipment record jackets as well as the duration of the warranty. A NAVMC 10245 administrative deadline Equipment Repair Order (ERO) will be opened until such time as all administrative processes are in place.

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These processes include, but are not limited to, New Equipment Training, licensing, publications on hand, tools on hand, and warranty procedures in place. Maintenance Management will ensure "RM4" remarks on the "LM2" report identify the Table of Authorized Material Control Number (TAMCN) as a warranty item and the duration of the warranty (i.e., "TAMCN IS UNDER WARRANTY-LIFETIME").

4. The commodity manager will immediately notify their warranty coordinator when a warranted item has failed. The warranty coordinator will notify MCLB Albany warranty administrator immediately thereafter. In addition to the procedures outlined in the warranty item Supply Instruction, the warranty coordinators will be responsible for collecting the SF 368 (Product Quality Deficiency Report) to process through the Maintenance Management Office. A NAVMC 1018 inspection tag will be used to tag the defective part. An ERO will be opened on the defective warranty item. A NAVMC 10925 will be used as the source document to report repair parts used/provided by the warranty dealership using a "WP" advice code in order to establish demand/usage history. Upon receiving the warranted parts, the Maintenance Management section will submit an "8 card" transaction with the authority code of "2" to indicate receipt of the item.

5. Subordinate commands within 2d Marine Aircraft Wing will submit a listing of all equipment in the unit, via enclosure (1), that fall under Contract Logistic Support (CLS) and identify the expiration date.

a. Maintenance shops that utilize CLS will ensure that repair parts are properly applied, recorded, and reported in the Marine Corps Integrated Maintenance Management System.

b. Maintenance shops will display written documentation of end items that are covered by CLS contracts, parts list for CLS support, and points of contact for CLS for all maintenance personnel.

6. The point of contact is the G-4 Maintenance Management Officer, who may be reached at 466-6806.


J. F. FLOCK

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Format for Listing of Warranty Items

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